

Forgiven Fines

Overdue fines for late returns have been eliminated; however, patrons who have lost or damaged materials will need to settle their account to reinstate borrowing privileges.

The easiest way to find out if you have an outstanding balance is to login to your library card account at nplmo.org or stop into the library and talk with a staff member. Please be sure to bring your photo ID or library card with you.

Reminders:

NPL is adding enhanced communication methods to our system to help you stay up-to-date with your account.

We will use more email and text communications as reminders for items and due dates on your account.

NEVADA PUBLIC LIBRARY

218 W WALNUT ST
NEVADA, MO 64772

Phone: (417) 448-2770
Website: nplmo.org
email: info@nplmo.org

THE NEVADA
PUBLIC LIBRARY
IS GOING

**FINE
FREE!**



DUE DATE NOTIFICATION SCHEDULE

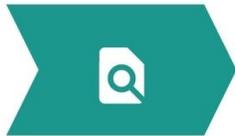
3 days prior to
due date



Courtesy email

Email sent by automated system.

7 days after
due date



Reminder Call

Text, phone call or email reminder of past due.

21 days after
due date



Reminder Letter

NPL will email an itemized notice to address on account with pending "Lost Date" and action noted.

30 days after
due date



**LOST ITEM /
ACCOUNT BILLED**

Materials marked "lost" in system & patron invoiced.

Lost Item / Replacement FEE is billed to the patron account. FEE is due prior to future checkouts.

Account suspended.

60 days after
due date



(YOUTH)

We allow a little extra time for youth materials.

Youth materials overdue 60 days or more past the due date are marked "lost" in system.

Lost item/ Replacement FEE is billed to patron responsible for youth account.

Account suspended until payment of FEE is made.

Beginning January 1, 2021 --

We will no longer charge
daily overdue fines
on most items!

Accounts will still be charged
a **replacement FEE**
for lost or damaged items.

Why the change?

Libraries are about providing free access to all they have to offer, and going fine free is one more way we're increasing access to our collections and services.

Going fine free is a growing trend in American libraries, resulting in increased visits and circulation. We believe that no one should be denied access to the library based on their ability to pay fines.

Won't people just keep the books?

Studies show that the threat of daily fines does not create a significant difference in the incidents of overdue borrowing.

Responsible patrons will return items on or before the due date, and returning items on time makes the materials available for the next patron -- that's just how libraries work!

However, fines create an access barrier for those who can't pay, while others willingly pay fines for items kept well past the due date. This creates inequity in services.

Lost books?

If a patron keeps a book for **30 days** or more beyond the due date, they will be charged a **REPLACEMENT FEE**.

The *replacement fee* is the retail cost of the item plus processing fees.

Fines vs. Fees?

Fines are a daily penalty assessed for late return of library items. It punishes the user, after the fact. That isn't useful and we aren't doing it anymore.

Fees are replacement charges assessed for true material loss for unreturned or damaged items.

Fees are still included as part of our public service policy.

A Replacement Fee is *non-refundable* and must be paid prior to future checkouts.

Replacement fees are charged because we can conclude that an item is lost or damaged when a patron has had ample opportunity and numerous reminders to return the item but hasn't.

The return of an item to the library *beyond the 30 days past due* does not waive the replacement fee charge.

Will I be charged anything?

To sum it up, you won't be charged daily overdue fines for late returns.

Keep in mind that items are considered **lost** on the 30th day overdue and you will be billed replacement fees for those items at that point.

I didn't really lose the items, can I still bring them back?

Yes! Please do so as soon as possible.

Contact the library for assistance. Fees may still be charged to your account but may be reduced in some circumstances.

Borrowing privileges may be curtailed for patrons who are habitually late returning library items.

Fines still apply to a few limited collections at NPL.

Examples include:
Hot Spot devices
Tablets
Chromebooks
STEAM2Go Kits